

HuaZhen Luo

From: Eric Turner
Sent: Thursday, 20 June, 2019 20:32
To: HuaZhen Luo
Subject: RE: WPPL Monthly Meeting - May 2019

Hi, I'm sure I can fix it, but I can't get to it for a while. I would suggest writing an OESR to fix and writing a TMD to allow for its use. The data is all there and Ro=PMT Coefficient. Sorry for the trouble.

Best,
Eric

From: HuaZhen Luo
Sent: Thursday, June 20, 2019 5:31 AM
To: Eric Turner <Eric_Turner@waters.com>
Subject: RE: WPPL Monthly Meeting - May 2019

Hi Eric,

Yes, we don't get the Factory Order and TMD # on new template. And the new template format is slightly different from xp template as well.

We would like to have the same format of new tester report as shown in the picture below,
Could it be done? Please let me know if anything you want us to do from Venture/WPPL. Thank you

Waters Corporation - Test Record

Part Number: 186017006	Product: Acquity UHPLC FLR
Operator: HCTan	Start Time: 06/07/2019, 04:40
Serial Number: E19VFL370G	End Time: 06/07/2019, 05:03
Test System: 2475/FLR Final Test System TE82760-7	Order: N/A

Name	LSL	Measurement	USL	Unit	Outcome
Calibrate					PASS
PMTCal					PASS
Normalize					PASS
Restart					PASS
Rayleigh Wavelength	347.5	350.9	352.5	nM	PASS
Rayleigh Energy		1593684		EU	PASS
Gain		1			PASS
Raman Wavelength	394.5	398.9	399.5	nM	PASS
Raman Energy	100	36351	200000	EU	PASS
Ram-Ray Valley Energy	5000	12210	100000	EU	PASS
Optical Resolution	0	33.59	100		PASS
Stray Light Ratio	0	2.28	10		PASS
Signal/Noise Ratio	1000	1719.44	4000		PASS
Ro	0	0.999817	2		PASS

Acquity UHPLC FLR Final Test Overall Result - PASS

Signed: _____

Date: _____

END OF DATA

New template of
report

Waters Corpor

Part Number: 186015029

Operator: SEOW PEI

Serial Number: E19UPF249G

Factory Order : WATS1905028

TMD# : 010627

Name

Acquity FLR Final Test

Calibrate

PMTCal

Normalize

Restart

Rayleigh Wavelength

Rayleigh Energy

Gain

Raman Wavelength

Raman Energy

Ram-Ray Valley Energy

Optical Resolution

Stray Light Ratio

Signal/Noise Ratio

PMT Coefficient

Notes:

Signed: _____

This Test Record and any data contained within it are the property of Waters Corporation. If any of the individual tests fail, a special circular label must be attached and retained.



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Senior Test Engineer

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From: Eric Turner

Sent: Tuesday, 18 June, 2019 20:50

To: HuaZhen Luo <HuaZhen_Luo@waters.com>

Subject: RE: WPPL Monthly Meeting - May 2019

Oh OK – so the issue is if you use the new W7 template you don't get the factory order and TMD?

From: HuaZhen Luo

Sent: Monday, June 17, 2019 8:58 PM

To: Eric Turner <Eric_Turner@waters.com>

Cc: Bill Bates <Bill_Bates@waters.com>; Chau Nguyen <Chau_Nguyen@waters.com>; Desmond Ann <Desmond_Ann@waters.com>; Edwin Koh <Edwin_Koh@waters.com>; Matt Brule <Matt_Brule@waters.com>; SuFern Cheah <SuFern_Cheah@waters.com>; Yeehwa Chan <Yeehwa_Chan@waters.com>

Subject: RE: WPPL Monthly Meeting - May 2019

Hi Eric,

The other existing tester are using the same xp template and works well with all the measurement reading, except this new tester (win7). The report (xp template) from new tester has no measurement reading.

Waters Corporation - Instrument Final Test Record					
Part Number: 186017006		Product: Acquity UHPLC FLR			
Operator: HCTan		Start Time: 06/07/2019, 03:47			
Serial Number: E19VFL370G					
Firmware Revision : 2.20.151					
Factory Order : WATS1905067					
Name	LSL	Measurement	USL	Unit	Outcome
Acquity UHPLC FLR Final Test					PASS
Calibrate					PASS
PMTCal					PASS
Normalize					PASS
Restart					PASS
Rayleigh Wavelength					PASS
Rayleigh Energy					PASS
Gain					PASS
Raman Wavelength					PASS
Raman Energy					PASS
Ram-Ray Valley Energy					PASS
Optical Resolution					PASS
Stray Light Ratio					PASS
Signal/Noise Ratio					PASS
PMT Coefficient					PASS

Notes:

Signed: _____ Date: _____

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A good report from 2 existing testers shows like below,

Waters Corporation - Instrument Final Test Record

Part Number: <u>186015029</u>	Product: <u>Acquity FLR</u>
Operator: <u>SEOW PEI</u>	Start Time: <u>05/22/2019</u>
Serial Number: <u>E19UPF249G</u>	<u>15:17:</u>

Factory Order : WATS1905028
TMD# : 010627

Name	LSL	Measurement	USL	Unit	Outcome
Acquity FLR Final Test					PASS
Calibrate					PASS
PMTCal					PASS
Normalize					PASS
Restart					PASS
Rayleigh Wavelength	362.5	364.8	367.5	nM	PASS
Rayleigh Energy		16132617		EU	PASS
Gain	0	0.5	0.6		PASS
Raman Wavelength	413.5	417	418.5	nM	PASS
Raman Energy	100	118849	200000	EU	PASS
Ram-Ray Valley Energy	5000	14730	100000	EU	PASS
Optical Resolution	0	12.39	100		PASS
Stray Light Ratio	0	0.74	10		PASS
Signal/Noise Ratio	1000	1895.04	4000		PASS
PMT Coefficient	0	0.999704	2		PASS

Notes:

Signed:

Date:

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Wednesday, May 22, 2019

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Senior Test Engineer

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From: Eric Turner

Sent: Tuesday, 18 June, 2019 01:13

To: HuaZhen Luo <HuaZhen_Luo@waters.com>

Cc: Bill Bates <Bill_Bates@waters.com>; Chau Nguyen <Chau_Nguyen@waters.com>; Desmond Ann <Desmond_Ann@waters.com>; Edwin Koh <Edwin_Koh@waters.com>; Matt Brule <Matt_Brue@waters.com>; SuFern Cheah <SuFern_Cheah@waters.com>; Yeehwa Chan <Yeehwa_Chan@waters.com>

Subject: RE: WPPL Monthly Meeting - May 2019

Hi – thanks, so what is the issue? It looks like if you use the xp template on all machines, the report looks the same , right?

Best regards,

Eric

From: HuaZhen Luo

Sent: Sunday, June 16, 2019 10:41 PM

To: Eric Turner <Eric_Turner@waters.com>

Cc: Bill Bates <Bill_Bates@waters.com>; Chau Nguyen <Chau_Nguyen@waters.com>; Desmond Ann <Desmond_Ann@waters.com>; Edwin Koh <Edwin_Koh@waters.com>; Matt Brule <Matt_Brue@waters.com>; SuFern Cheah <SuFern_Cheah@waters.com>; Yeehwa Chan <Yeehwa_Chan@waters.com>

Subject: RE: WPPL Monthly Meeting - May 2019

Hi Eric,

Sorry for late reply, I was on leave last week.

Please see the XP template report on TE82760-7 below. Please let me know if you need anything else. Thank you

Waters Corporation - Instrument Final Test Record					
Part Number: <u>186017006</u>		Product: <u>Acquity UHPLC FLR</u>			
Operator: <u>HCTan</u>		Start Time: <u>06/07/2019, 03:47</u>			
Serial Number: <u>E19VFL370G</u>					
Firmware Revision : 2.20.151 Factory Order : WATS1905067					
Name	LSL	Measurement	USL	Unit	Outcome
Acquity UHPLC FLR Final Test					PASS
Calibrate					PASS
PMTCal					PASS
Normalize					PASS
Restart					PASS
Rayleigh Wavelength					PASS
Rayleigh Energy					PASS
Gain					PASS
Raman Wavelength					PASS
Raman Energy					PASS
Ram-Ray Valley Energy					PASS
Optical Resolution					PASS
Stray Light Ratio					PASS
Signal/Noise Ratio					PASS
PMT Coefficient					PASS

Notes:

Signed: _____ Date: _____

his Test Record and any data contained within it are proprietary to Waters Corporation and must be retained by Waters for the time period prescribed in its Quality records Retention Policy. If any of the individual tests noted above fail, a note must be referenced that details the work performed to correct that specific efficiency. An overall failure indicates a special circumstance in which case a complete retest is to be done. A second form is required to document that testing. The final form must be attached and retained.

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From: Eric Turner
Sent: Friday, 7 June, 2019 23:28
To: HuaZhen Luo <HuaZhen_Luo@waters.com>
Cc: Bill Bates <Bill_Bates@waters.com>; Chau Nguyen <Chau_Nguyen@waters.com>; Desmond Ann <Desmond_Ann@waters.com>; Edwin Koh <Edwin_Koh@waters.com>; Matt Brule <Matt_Brue@waters.com>; SuFern Cheah <SuFern_Cheah@waters.com>; Yeehwa Chan <Yeehwa_Chan@waters.com>
Subject: RE: WPPL Monthly Meeting - May 2019

Can you show me what the record looks like if you use the XP template on TE82760-7?

Thanks

From: HuaZhen Luo
Sent: Friday, June 07, 2019 4:42 AM
To: Eric Turner <Eric_Turner@waters.com>
Cc: Bill Bates <Bill_Bates@waters.com>; Chau Nguyen <Chau_Nguyen@waters.com>; Desmond Ann <Desmond_Ann@waters.com>; Edwin Koh <Edwin_Koh@waters.com>; Matt Brule <Matt_Brue@waters.com>; SuFern Cheah <SuFern_Cheah@waters.com>; Yeehwa Chan <Yeehwa_Chan@waters.com>
Subject: RE: WPPL Monthly Meeting - May 2019

Hi Eric,

Thanks for the advice. We tried with old template(2010 on Win XP) from another tester but there's no measurement value shown on the test record. Therefore we revert it back to 2016 template (Win 7), then we see the print out record as below,

Waters Corporation - Test Record

Part Number: 186017006		Product: Acquity UHPLC FLR	
Operator: HCTan		Start Time: 06/07/2019, 04:40:	
Serial Number: E19VFL370G		End Time: 06/07/2019, 05:03:	
Test System: 2475/FLR Final Test System TE82760-7		Order: N/A	

Name	LSL	Measurement	USL	Unit	Outcome
Calibrate					PASS
PMTCal					PASS
Normalize					PASS
Restart					PASS
Rayleigh Wavelength	347.5	350.9	352.5	nM	PASS
Rayleigh Energy		1593684		EU	PASS
Gain		1			PASS
Raman Wavelength	394.5	398.9	399.5	nM	PASS
Raman Energy	100	36351	200000	EU	PASS
Ram-Ray Valley Energy	5000	12210	100000	EU	PASS
Optical Resolution	0	33.59	100		PASS
Stray Light Ratio	0	2.28	10		PASS
Signal/Noise Ratio	1000	1719.44	4000		PASS
Ro	0	0.999817	2		PASS

Acquity UHPLC FLR Final Test Overall Result - PASS

Signed:	Date:
---------	-------

END OF DATA

The problem feedback from Venture is the test items show on new test record(Win 7) is slightly different from the other 2 testers(Win XP).

The new template has

- 1, Missing PMT coefficient
- 2, Missing work order and firmware revision

Please refer to picture below for comparison and kindly advise the next action or help to remote into tester for the update if necessary. Thank you.

The IP address is 10.249.40.48

old template on win xp

Waters Corpor

Part Number: 186017006

Operator: SEOW PEI

Serial Number: E19VFL370G

Factory Order: WATS1905067

TMD#: 010627

Name

Acquity UHPLC FLR Final Test

Calibrate

PMTCal

Normalize

Restart

Rayleigh Wavelength

Rayleigh Energy

Gain

Raman Wavelength

Raman Energy

Ram-Ray Valley Energy

Optical Resolution

Stray Light Ratio

Signal/Noise Ratio

PMT Coefficient

Notes:

TE82760-4

New template on win 7

Waters C

Part Number: 186017006

Operator: HCTan

Serial Number: E19VFL370G

Test System: 2475/FLR Final Test

Name

Calibrate

PMTCal

Normalize

Restart

Rayleigh Wavelength

Rayleigh Energy

Gain

Raman Wavelength

Raman Energy

Ram-Ray Valley Energy

Optical Resolution

Stray Light Ratio

Signal/Noise Ratio

Ro

Acquity UHPLC FLR

Signed:

END OF DATA

Luo HuaZhen
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From: Eric_Turner@waters.com <Eric_Turner@waters.com>

Sent: Tuesday, 4 June, 2019 21:31

To: HuaZhen Luo <HuaZhen_Luo@waters.com>

Cc: Bill Bates <Bill_Bates@waters.com>; Chau Nguyen <Chau_Nguyen@waters.com>; Desmond Ann <Desmond_Ann@waters.com>; Edwin Koh <Edwin_Koh@waters.com>; Matt Brule <Matt_Brule@waters.com>; SuFern Cheah <SuFern_Cheah@waters.com>; Yeehwa Chan <Yeehwa_Chan@waters.com>

Subject: RE: WPPL Monthly Meeting - May 2019

Hi - yes the xslt file is what will render the data output format. Please copy the file from the other tester(s) to correct the issue.

Thank You,

Eric Turner
Principal Test Engineer

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▼ HuaZhen Luo ---02/06/2019 11:20:52 PM---Hi Bill, I have changed to setting to VNC login. Please try it again with te-1 account.

From: HuaZhen Luo <HuaZhen_Luo@waters.com>
To: Bill Bates <Bill_Bates@waters.com>, Matt Brule <Matt_Brue@waters.com>,
Cc: Chau Nguyen <Chau_Nguyen@waters.com>, Desmond Ann <Desmond_Ann@waters.com>, Edwin Koh <Edwin_Koh@waters.com>, SuFern Cheah <SuFern_Cheah@waters.com>, Yeehwa Chan <Yeehwa_Chan@waters.com>, Eric Turner <Eric_Turner@waters.com>
Date: 02/06/2019 11:20 PM
Subject: RE: WPPL Monthly Meeting - May 2019

Hi Bill,

I have changed to setting to VNC login. Please try it again with te-1 account.

VNC Viewer users can connect using the address **10.249.40.48**

Users with a Java-enabled web browser can navigate to
http://10.249.40.48:5800

For your security, ensure the signature you see when connecting
to VNC Server matches **3d-d9-3e-01-fa-b4-78-9e**

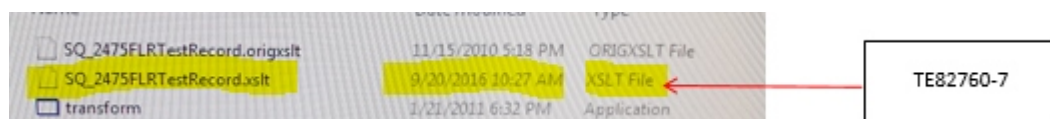
Aside Matt,

This tester is working fine with functionality now, but Venture feedback they have print out report layout problem although I verified the report in SigmaSure shows Okay.

Could you please help to check if it's related to output files template under the test program? Only the new tester TE-7 is using file with time stamp 9/20/2016, the other 2 existing testers are using file with time stamp 11/15/2010. Or maybe it's related to printer driver? Please kindly advise or help to fix it when you're able to remote into this new tester with IP 10.249.40.48.

The attached is the files related to this print out report issue, for your reference.

Thank you



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From: [Bill Bates@waters.com](mailto:Bill_Bates@waters.com) <[Bill Bates@waters.com](mailto:Bill_Bates@waters.com)>

Sent: Friday, 31 May, 2019 20:56

To: Matt Brule <Matt_Brule@waters.com>

Cc: Chau Nguyen <Chau_Nguyen@waters.com>; Desmond Ann <Desmond_Ann@waters.com>; Edwin Koh <Edwin_Koh@waters.com>; HuaZhen Luo <HuaZhen_Luo@waters.com>; SuFern Cheah <SuFern_Cheah@waters.com>; Yeehwa Chan <Yeehwa_Chan@waters.com>

Subject: Re: WPPL Monthly Meeting - May 2019

With regards to OESR 193346 (TE82760-7 HPLC Binary Pump), I still cannot log in through VNC. I believe the VNC is set up incorrectly, it's asking me for a username and it shouldn't do that. I had thought this was resolved a week or so ago?

Please advise.

Thanks

Bill

Bill Bates
Principal Engineering
Technician
Test Engineering

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▼ Matt Brule--05/30/2019 05:38:44 PM--Chau, Here is current Status (that I am aware of) of International OESRs assigned to Milford, as of

From: Matt Brule/Waters

To: Chau Nguyen/Waters@WATTS WATERS SALES

Cc: Bill Bates/Waters@WATTS Waters Sales, Bill Irons/Waters@WATTS Waters Sales, Desmond Ann/Waters@WATTS Waters Sales, Edward Jackson/Waters@WATTS Waters Sales, Edwin Koh/Waters@WATTS Waters Sales, Eric Turner/Waters@WATTS Waters Sales, HuaZhen Luo/Waters@WATTS Waters Sales, Jaaffar Ismail/Waters@WATTS Waters Sales, Mark Jussaume/Waters@WATTS Waters Sales, Michael Cotter/Waters@WATTS Waters Sales, Paul Deschenes/Waters@WATTS Waters Sales, Richard Davis/Waters@WATTS Waters Sales, Stephen Wright/Waters@WATTS Waters Sales, SuFern Cheah/Waters@WATTS Waters Sales, Tetiana Morse/Waters@WATTS Waters Sales, Tony Fontes/Waters@WATTS Waters Sales, Tyler Modelski/Waters@WATTS Waters Sales, Yeehwa Chan/Waters@WATTS Waters Sales

Date: 05/30/2019 05:38 PM

Subject: Re: WPPL Monthly Meeting - May 2019

Chau,

Here is current Status (that I am aware of) of International OESRs assigned to Milford, as of 30 May 2019. Please provide an update for the **bold** items after your meeting.

Matt

161048 - This OESR should likely be closed need confirmation from Edwin.

161186 - Eric, looks like we are waiting for clarification from WPPL about spending

171657 - Eric, low priority per Eric

171694 - Matt, Still at same status, second on my *project* priority list

171714 - Matt, Procedure update, low priority, no change, requires specification alignment

171993 - Matt, First on my *project* priority list

182626 - Ed, updates coming with Gold firmware release, April 2019 time frame

183008 - Mark, project being picked up by WPPL, recommend reassignment to Mandy S with Mark as Assignee 2 for support

193124 - Mark, Mark has begun looking at this, and is reviewing best path forward regarding component and PC obsolescence.

193132 - Eric, Not sure of status, need to check with Eric

193148 - Eric, Not sure of status

193205 - Matt, TMD in place still working out bugs, permanent solution upon update (OESR 171694)

193266 - Eric, Not sure of status

193267 - Matt / Eric, change complete, validation underway

193346 - Bill / Matt, Need to check status with Bill

193347 - Eric, Not sure of status

193349 - Tony, in process

Matthew Brule
Sr. Test Engineer

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▼ Chau Nguyen---05/29/2019 02:03:58 PM---Hi All, Please review and provide latest updates on OESR(s) assigned and or managed by you and your

From: Chau Nguyen/Waters

To: Mark Jussaume/Waters@WATTS Waters Sales, Richard Davis/Waters@WATTS Waters Sales, Edward Jackson/Waters@WATTS Waters Sales, Matt Brule/Waters@WATTS Waters Sales, Bill Irons/Waters@WATTS Waters Sales, Eric Turner/Waters@WATTS Waters Sales, Michael Cotter/Waters@WATTS Waters Sales, Bill Bates/Waters@WATTS Waters Sales, Paul Deschenes/Waters@WATTS Waters Sales, Stephen Wright/Waters@WATTS Waters Sales, HuaZhen Luo/Waters@WATTS WATERS SALES, Desmond Ann/Waters@WATTS WATERS SALES, Yeehwa Chan/Waters@WATTS WATERS SALES, SuFern Cheah/Waters@WATTS WATERS SALES, Tony Fontes/Waters@WATTS WATERS SALES, Tyler Modelski/Waters@WATTS WATERS SALES

Cc: Edwin Koh/Waters@WATTS WATERS SALES, Jaaffar Ismail/Waters@WATTS WATERS SALES, Tetiana Morse/Waters@WATTS WATERS SALES

Date: 05/29/2019 02:03 PM

Subject: WPPL Monthly Meeting - May 2019

Hi All,

Please review and provide latest updates on OESR(s) assigned and or managed by you and your team by 3 PM on Friday May 31, 2019.

Thank you,

Chau Nguyen
Senior Manufacturing
Engineer

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